



WORKWELLSD

*Social Services Advisory Board Meeting
June 8, 2017*





WorkWellSD

...requires an office to be:

Streamlined

Processes replicated throughout the Family Resource Centers

Efficient

Avoids duplication of efforts and work assignments

Skill Based

Work is assigned proportionally based on worker skill sets and volume of work

Customer Focused

Improves the customer experience and ensures that a standard is expected throughout FRCs

Priority-driven

Systematic targeting of tasks using a calendar system based on due dates and volume of work received



WHAT BROUGHT US HERE?

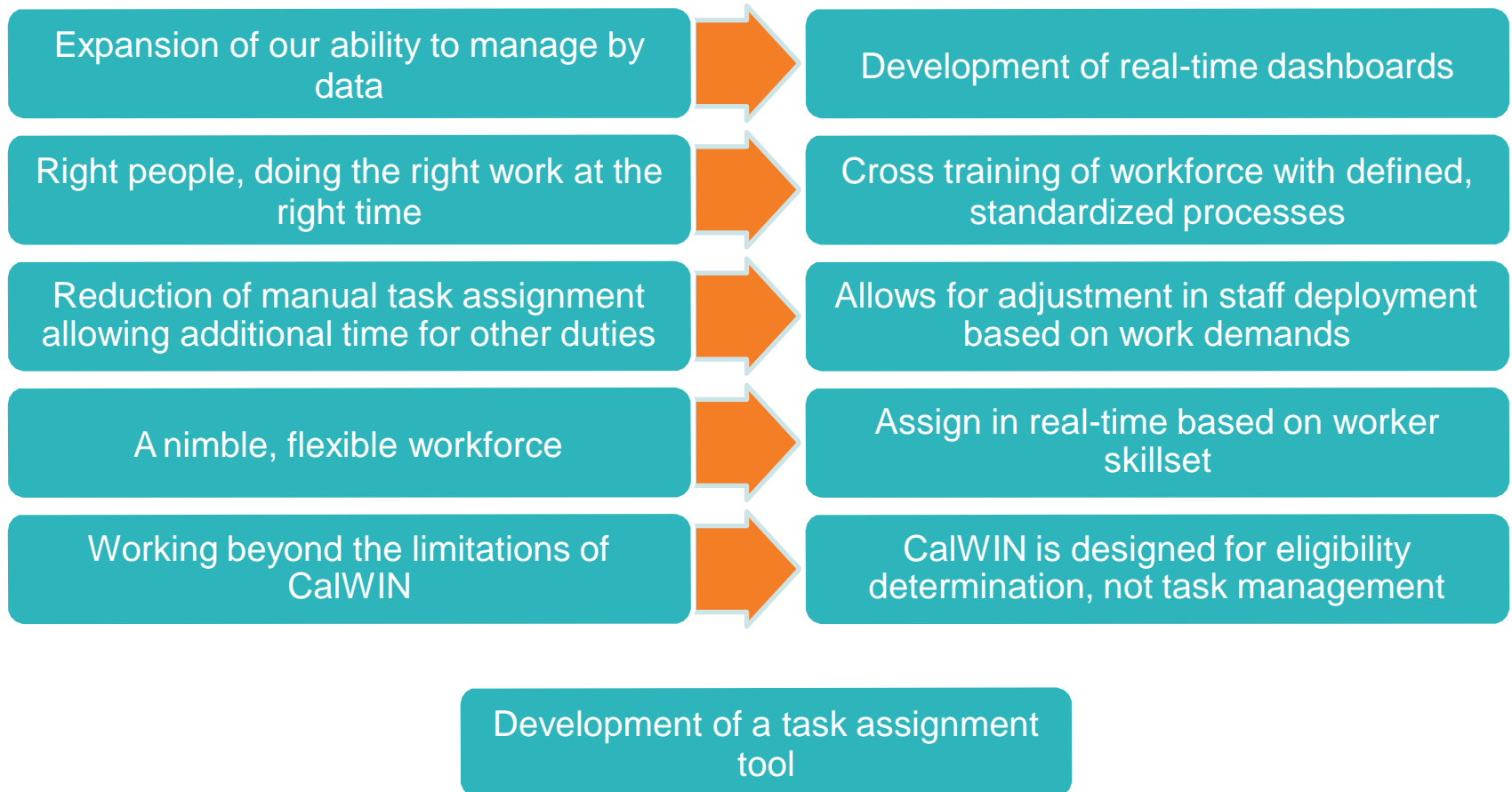
Tiger Teams

CERMS, Qmatic, MR

Model Office

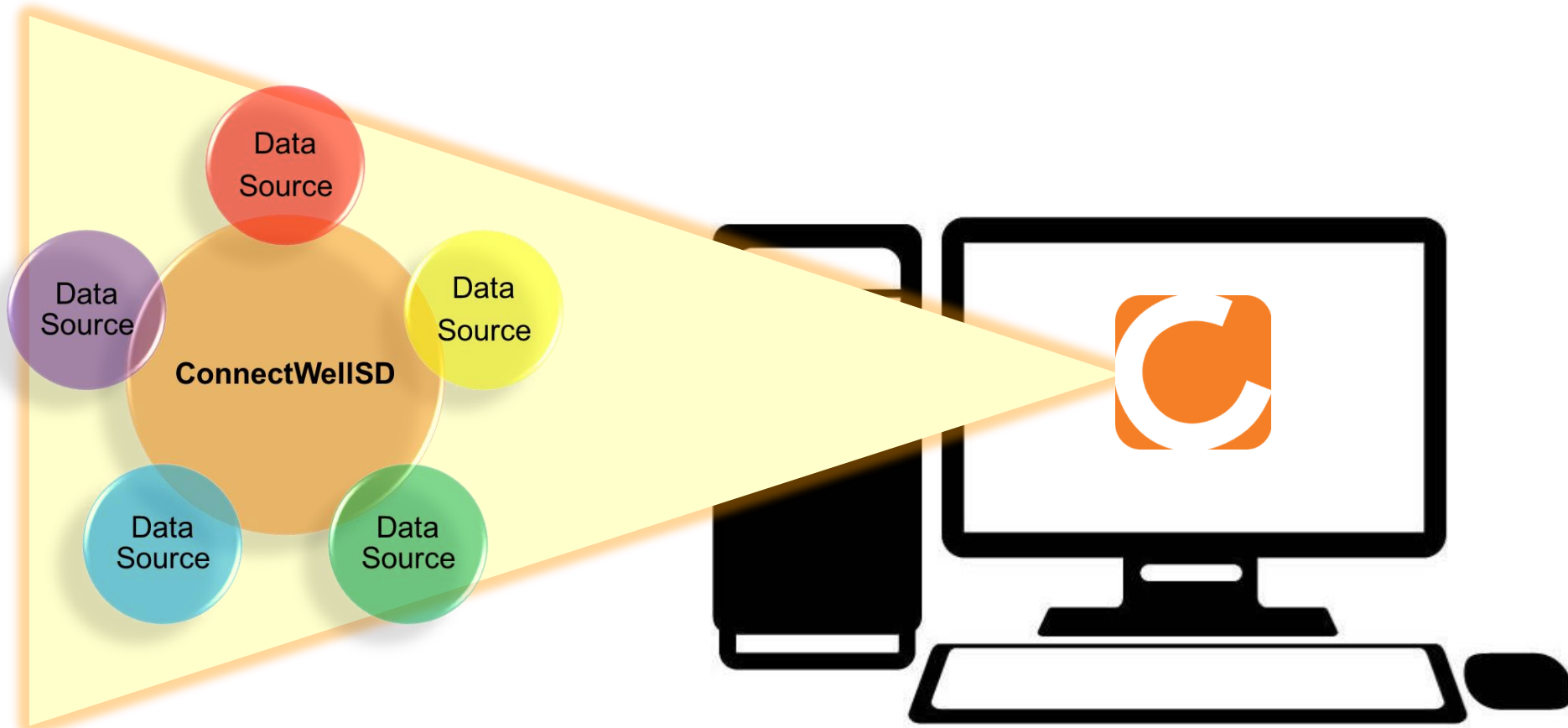


BUSINESS PROCESS STANDARDIZATION WILL ALLOW:





ConnectWellSD is a computer system that pulls together information from multiple systems, to show a more complete view of each customer.

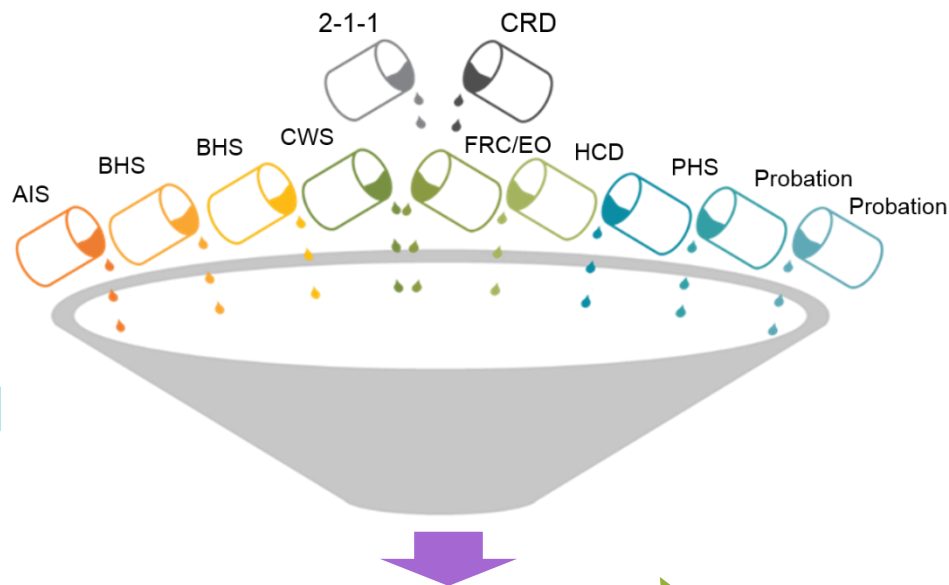




Person-Centered Service



ConnectWellSD Information Hub



9 Data Source Systems

2 Provider Directories

Source Systems for: Aging & Independence Services, Alcohol & Drug Services, Benefits Eligibility, Child Welfare Services, Housing, Mental Health, Probation, and Public Health.

FUNCTIONS



Admin Secretaries

Office Assistants

Supervising OAs,
Schedulers, Assigners

Human Service Specialists

Supervisors & Managers

Analysts

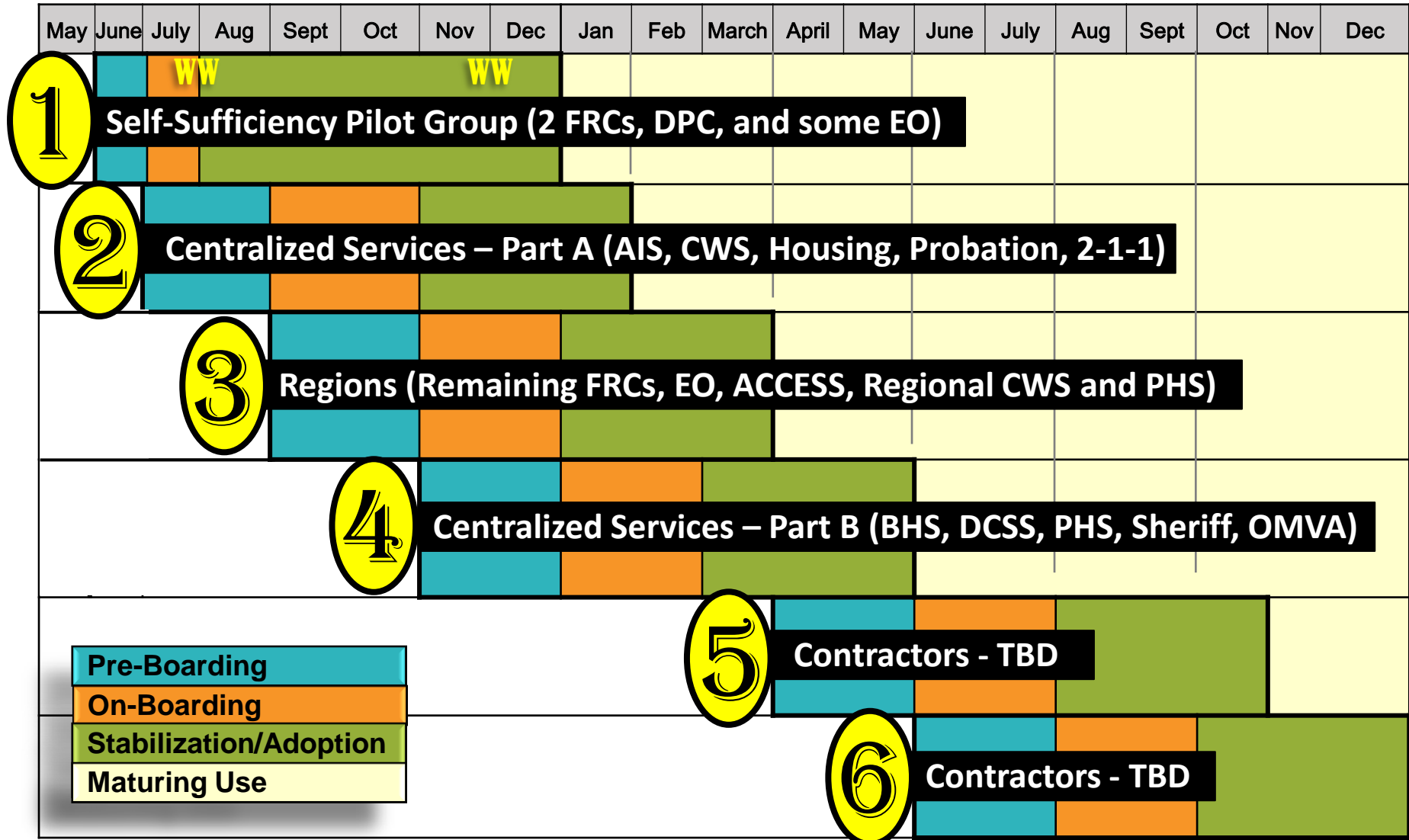
Access Levels

ConnectWellSD Functions

	1	2	3	4	5	6
Search & View Customer Information	X	X	X	X	X	
Record Authorization	X	X	X	X	X	
Participate in Collaborative Service Team	X	X	X	X	X	
Create Referrals		X	X	X	X	
Run Reports			X	X	X	X
Create Collaborative Service Teams				X	X	
Manage Work Queues			X		X	
Send Secure Messages	X	X	X	X	X	X
Work Management	X	X	X	X	X	

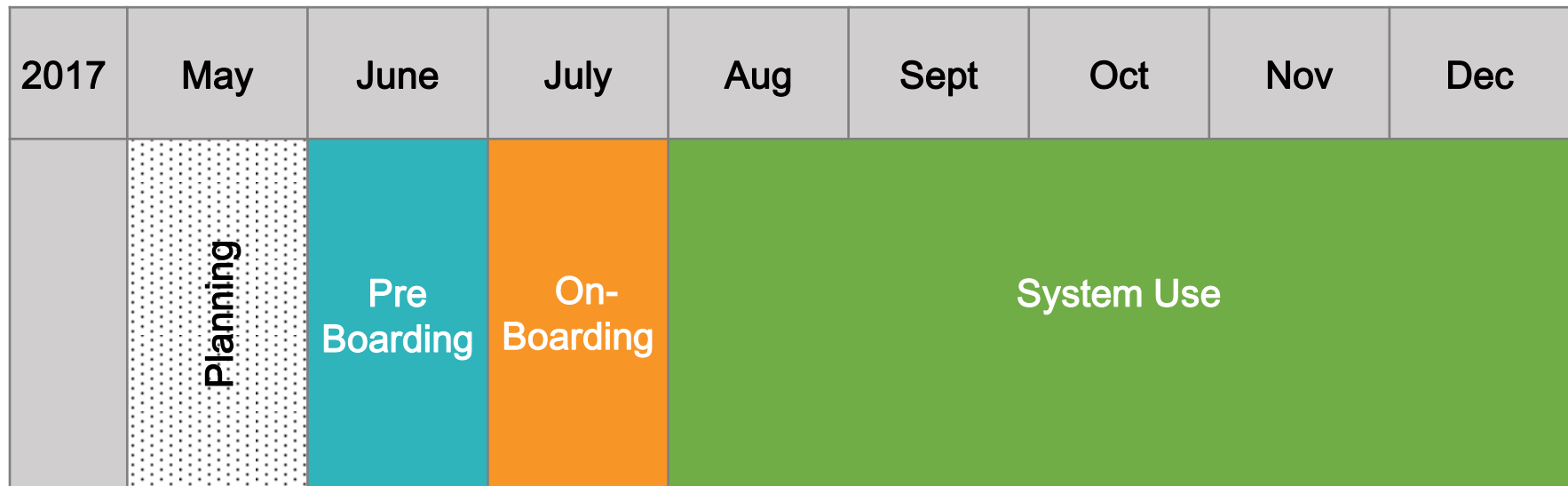


OVERALL LAUNCH PLAN





Self Sufficiency Pilot Group: Southeast FRC, North Coastal FRC, DPC, EO





WHY DO WE NEED WorkWellSD?

- Expand of our ability to manage by data
- Assign in real-time based on business needs
- Reduce manual task assignment
- Have the right people, doing the right work at the right time
- Become a nimble workforce capable of greater flexibility
- Customer centered service



THANK YOU



LIVE WELL
SAN DIEGO

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